

ABSTRACT OF THE DISCLOSURE

[0052] An emergency system and method includes a gateway; a switch in communication with the gateway and a controller; and a database in communication with the gateway. The database includes first routing information for establishing a first communication link; second routing information for establishing a second communication link; and location data associated with the communication device. The method includes retrieving the first routing information; retrieving the second routing information; retrieving location data associated with the communication device; and establishing at substantially the same time, a first communication link between the communication device and the controller and a second communication link between the gateway and the controller such that information that is transmitted via the first and second communication links arrives at the controller at substantially the same time.